

ECS Configuration Change Request

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1. Originator Benzell Floyd	2. Log Date: 12/17/98	3. CCR #: 98-1299	4. Rev: -	5. Tel: x0518	6. Off: MSS	7. Org. Dev
8. Title of Change: Upgrade Remedy Action Request System on t1msh01 (VATC HP platform)						
9. Originator Signature <i>Benzell Floyd</i>	10. Date: Dec 14, 1998	11. Class IN	12. Type: CCR	13. Need Date: 12/16/98		
14. Office Manager Signature <i>AA</i>	15. Date: 12/14/98	16. Date CCB Decision Needed: 12/15/98	17. Category of Change: Update Baseline	18. Priority: Routine		
19. Documentation/Drawings Impacted:		20. Schedule Impact:		21. CI(s) Affected: MCI		
22. Release Affected: Drop 5A		23. Date due to Customer:	24. Impl. Date: 12/16/98	25. Effectivity of Change:	26. Est. Cost None	
27. Source Reference: <input type="checkbox"/> NCR (attach) <input type="checkbox"/> Action Item <input type="checkbox"/> GSFC CCR <input type="checkbox"/> Tech Ref. <input checked="" type="checkbox"/> Other:						
28. Description of Change: (use additional Sheets if necessary) Remedy Action Request System (ARS), a COTS product, will be used to generate, store, and report trouble tickets information at each of the ECS sites. Remedy ARS Version 2.1.3 (ECS current baseline) is not Y2K compliant and is obsolete. Need to upgrade Remedy ARS Version 2.1.3 to Version 3.2, the latest version of the product. ARS Version 3.2 is Y2K compliant. Remedy ARS Version 3.2 requires HP-UX 10.20; minimum disk space 180MB, minimum RAM 48MB, Sybase 11.0 or higher.						
29. Proposed Solution: (use additional sheets if necessary) Upgrade Remedy ARS Version 2.1.3 on t1msh01 to Remedy ARS Version 3.2; test it in the VATC to justify the subsequent forwarding of the Remedy ARS Version 3.2 to the ECS sites. <i>Note: Remedy 3.2 was successfully tested on functionality lab by Kathy Can. on 12/17/98</i>						
30. Alternate Solution: (use additional sheets if necessary)						
31. Consequences if Change(s) are not approved: (use additional sheets if necessary) If change is not approved, Y2K compliance requirement for Remedy ARS will not be met. ECS sites will continue to use the obsolete version of the product.						
32. Does Change Affect Any of the following (Please Explain on additional sheet): <input type="checkbox"/> Maintenance Training <input type="checkbox"/> Performance <input type="checkbox"/> Operation Training <input type="checkbox"/> Safety <input type="checkbox"/> Service <input type="checkbox"/> Support <input checked="" type="checkbox"/> Test <input type="checkbox"/> Baseline (XRP) <input checked="" type="checkbox"/> Y2K Compliance						
33. Organization(s) Affected: <input type="checkbox"/> CM <input type="checkbox"/> Clearcase SG <input type="checkbox"/> Contracts <input type="checkbox"/> Chief Eng <input type="checkbox"/> FOS <input type="checkbox"/> M&O <input type="checkbox"/> QO <input checked="" type="checkbox"/> Rel Dev <input type="checkbox"/> Procurement <input checked="" type="checkbox"/> RTSC <input type="checkbox"/> Sci. Data Eng <input type="checkbox"/> Security <input type="checkbox"/> Sys. Dev. <input type="checkbox"/> Sys. Eng. <input type="checkbox"/> Sys Verf Acpt <input type="checkbox"/> Other						
34. Site(s) Affected: <input type="checkbox"/> EDF <input type="checkbox"/> Mini-DAAC <input checked="" type="checkbox"/> VATC <input type="checkbox"/> EDC <input type="checkbox"/> GSFC <input type="checkbox"/> LaRC <input type="checkbox"/> NSIDC <input type="checkbox"/> SMC <input type="checkbox"/> AK <input type="checkbox"/> JPL <input type="checkbox"/> EOC <input type="checkbox"/> Other						
35. Board Comments:				36. Work Assigned To: <i>RTSC</i>		
37. Release Authorized (For CM Use Only): <input type="checkbox"/> Yes <input type="checkbox"/> No				38. CM Verified/Signature and Date		
39. EDF/REL2 CCB Chair (Sign/Date): <i>[Signature]</i> 12/18/98		40. Disposition: <input checked="" type="checkbox"/> App <input type="checkbox"/> Ap/C <input type="checkbox"/> DisApproved <input type="checkbox"/> Withdraw <input type="checkbox"/> Fwd/ECS <input type="checkbox"/> Fwd/ESDIS		41. ESDIS ERB Concurrence:		
42. ECS CCB Chair (Sign/Date):		43. Disposition: App <input type="checkbox"/> A/C <input type="checkbox"/> DisApproved <input type="checkbox"/> Withdraw <input type="checkbox"/>		44. CCR Closed Date:		

CM01 August 27, 1998

ORIGINAL

ECS/EDF/REL2 CCB

Ren/CM